

EFFECTIVE

January 1, 2024.

Subject(s)**Administrative Policy Hospitals and Facilities (APF) 130,
Patient Grievance**

Updated APF 130 with the following changes:

1. In standards section, changed Bureau of Hospitals and Administrative Operations to State Hospital Administration.
2. Added record retention, "patient grievance records must be retained for a minimum of three years."
3. Update contact information to State Hospital Administration.
4. Clarified the departments responsible for investigating grievances involving patient abuse or neglect.
5. Removed the definition of "complaint".
6. Added to the definition of "grievance".
7. Clarified who should be responsible for resolving the grievance.
8. Removed all instances of "complaint" in the Policy and Standards sections.
9. Clarified the optional nature of patient grievance committees.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[APF 130](#)